

**Directions:** Please complete shaded areas below.

**Department Name:** Consumer Services  
**Project Name:** Consumer Services Enterprise Operations System (CSEOS)  
**Project Amount:** \$ 999,000  
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## Section B

### (Complete Only If Asking for Revenue from GF Capital or IT Administrative Fee)

#### Improves Customer Service

Although the initial system will be used by internal staff only, the web client architecture of this system will easily allow any of the information be available to the public via the internet extending those services 24x7. 311 personnel will readily be able to provide information to callers. Internal processing times will be reduced. It is estimated that the time it takes to process a business application for a license will be reduced by 50% (from 11 business days to 5.5 days).

#### Impacts Citizens

The CSEOS will improve customer service by extending services provided by Consumer Services to the web. Citizens will benefit by being able to send their business related complaints via the web to our offices and be able to track the progress of their complaint online allowing staff to have more time to mediate/enforce cases.

The businesses regulated by the CSD will be able to apply and/or renew their business license online. Currently a large portion of applications are currently done "in-person" at the 140 West Flagler location. Businesses/individuals will also be able to make payments and see the status of their application reducing staff's involvement.

Constituents could find out if a particular business is licensed and/or has any complaints against it.

Enforcement officers will be able to do online inspections maximizing their time on the field and providing instant information back to the office. Presently Field Enforcement Officers spend 30% of their time in the office doing paperwork. Increased enforcement activities will bring more compliance with the County Code.

Licensing services provided by CSD will be extended from the traditional 8-5 weekday schedule to a 24 hours a day, seven days a week.

#### Improves Business Processes

CSEOS will integrate all current legacy applications and will allow CSD to focus on its core business and regulation activities. The workflow features of CSEOS will mean reduced times for processing applications and increased efficiencies.

CSEOS will allow for field inspections giving the enforcement personnel better information on the field and less time to fill paperwork in the office.

CSEOS will simplify data entry and access to information for users and management therefore reducing the time required to perform these activities.

#### Strategic Alignment to the County's Goals

CSEOS adheres to the County IT standards and will allow the Department to move away from legacy applications to simplify its IT operations.

CSEOS will allow the information to be available to the public via the internet promoting economic development

**Departmental Participation**

The CSD interacts with various county, state, and federal agencies. There is a potential to have interfaces with Departments such as DERM, Finance, public Works, etc. to share licensing/permit data. DERM is currently using a system very similar to what CSD is looking for.

**Risks**

Increased work loads while system is implemented.

User acceptance of new system.

User proficiency and learning curves.

**Use of an Enterprise Infrastructure**

For the first five (5) years CSD will be asking the vendor to host this application while the system is being implemented. Afterword, CSD is requesting the vendor to provide a transition plan for this application to be hosted in the County's Oracle Infrastructure when we are able to meet all requirements.

## Section C

### Financial Information

ETSD Dependencies (See Budget Manual)	FY05-06	FY06-07
Infrastructure		
Application Programmer		
Database		
Telecommunication		
Radio		
Etc.		

Department Specific Costs	FY05-06	FY06-07
Personnel		
Hardware		
Software		
Maintenance Fees		
Consultant Fees		
Etc.	(\$499K) The CSD anticipates a managed services solution (hosted) for the first five (5) years of the system. Costs for the first year include implementation, project management, GIS, training, reporting development, departmental licensing, software, and maintenance for year 1.	(\$125k for years 2-5) estimated annual maintenance fee based on five year hosted contract.